



Solicitation Information
July 10, 2014

RFP #7548873

TITLE: Computer Technical Support Services (MPA-230)

SUBMISSION DEADLINE: Thursday, August 14, 2014 at 11:00 AM (ET)

PRE-BID/PROPOSAL CONFERENCE: Yes

MANDATORY: No

DATE: Tuesday, July 29, 2014

Time: 1:00 PM

**LOCATION: Department of Administration, Conference Room A (2nd floor), One
Capitol Hill, Providence, RI**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than **Wednesday, July 23, 2014 at 5:00 PM**.

Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Answers to questions received, if any, will be discussed at the pre-proposal meeting and included in the meeting summary as well as posted on RIVIP as an addendum to the RFP. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Gail Walsh
Chief Buyer

Vendors must register on-line at the State of Rhode Island Purchasing Website at
www.purchasing.ri.gov

NOTE TO VENDORS:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 – OVERVIEW

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island State Division of Information Technology (State) is soliciting proposals from qualified firms and organizations to provide computer skills in accordance with the terms of this solicitation, the State's General Conditions of Purchase (available on the Rhode Island Vendor Information Program (RIVIP) Website at www.purchasing.ri.gov), and the Information Technology (IT) Supplemental Terms and Conditions attached hereto as Exhibit 1.

The purpose of this solicitation is to establish a roster of vendors (sometimes also referred to herein as contractor, qualified to perform the services referenced within this solicitation for the **period October 1, 2014 through September 30, 2016 with the option to extend, at the State's sole discretion, for one additional year.** The roster will be referred to as MPA 230 (Master Price Agreement Number 230). The State reserves the right to add to the initial list of qualified vendors through a public re-solicitation. MPA 230 vendors will be authorized to participate in providing supplemental computer technical support services to various State of Rhode Island entities as authorized by the State Chief Information Officer, or his designee (CIO). The CIO will authorize engagements of pre-qualified vendors for specific support service projects. State Agencies, other than the Department of Administration, are prohibited from contracting directly with vendors included on the Master Price Agreement. However, MPA 230 service providers are encouraged to make their services, and MPA pricing, available to cities, towns, public school systems, and quasi-public agencies within Rhode Island.

Definitions:

Agency IT Manager - Individual responsible for all IT functions of a specific agency.

Category – Application Development roles, Testing Support roles, Project Management roles, Server roles, Desktop roles, Network roles, System Security roles, Telecommunications support roles or Geographic Information Systems roles.

Category average – an average of all the submitted vendor category rate averages specific to a category.

IT Hiring Manager - A manager who reports to an Agency IT Manager and is responsible for application development, geographical information systems or technical support.

MPA Administrator - Individual role within the Division of Information Technology designated by CIO to administer and coordinate MPA engagements.

Participating Vendor - Vendors ranking at the category average and better (lower). These vendor's individual role rates will be ranked for the role sheet and will participate in solicitations for fixed-price and not-to-exceed price projects.

Primary Role - The roles used to calculate the Vendor Category Average, see Section 5.

Project Review Committee - Committee established by CIO to review and approve all Committee projects including scope of work, deliverables, acceptance criteria, relative terms and conditions, skills and methodology required for all engagements.

Role Sheet – A listing of participating vendors by their hourly rate for a specific role. The first 15 are typically used for staff augmentation requests. The MPA Administrator will request resumes from the first 7 vendors and if not successful, request resumes from the next 8 vendors.

Vendor Category Average – An average of the hourly rates of the primary roles submitted by a vendor for a category.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as non-responsive.
- All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification, of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent or Chief Purchasing Officer.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. PROPOSALS EMAILED OR FAXED TO THE DIVISION OF PURCHASES WILL NOT BE CONSIDERED. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.
- It is intended that an award pursuant to this Request for Proposals will be made to prime contractor(s) who will assume responsibility for all aspects of the work. Joint ventures shall be considered, so long as the contractor's duties and responsibilities are clearly articulated in such form as acceptable to the State. Subcontractors are permitted, provided their use is clearly indicated in the offeror's proposal and the subcontractor(s) to be used are identified in the proposal.
- All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
- In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401) 222-3040. *This is a requirement only of the successful vendor(s).*
- All pricing submitted in response to this RFP should be considered the bidder's best pricing, subject to the State negotiating lower pricing to achieve a final price for the vendor to be included on the MPA. For selection on to MPA 230, your response will be ranked from lowest to highest based on the average cost of the primary roles for the categories they represent. Those vendors at the average and lower than the average of the average of each vendor's category primary roles will participate on MPA 230. After inclusion in MPA 230, the State reserves the right to further negotiate better pricing.
- Bidders are advised that all materials submitted to the State for consideration in response to this Request will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.
- This is a Request for Proposal (RFP), not an Invitation for Bid. In addition to price, responses will be evaluated based on a variety of criteria including, but not limited to, cost and qualifications of the staff.

- There will be no public opening and reading of responses received pursuant to this RFP, other than to name those vendors who have submitted responses.
- **Inclusion as a Participating Vendor on MPA 230 is not a guarantee that the vendor will be selected for work during the contract period. Vendor selection will be based on State need, in addition to vendor qualifications, pricing and availability.**
- Retention of vendors for various assignments may be subject to certain approvals.
- Upon State's request, vendor shall provide various reports, such as a monthly report of hours and work performed, to both agency and MPA Administrator.
- The State has a goal of ten percent (10%) participation by MBE's in all State procurements. For further information, visit the website www.mbe.ri.gov. To speak with an MBE officer, call (401) 574-8253.
- **Equal Employment Opportunity (RIGL 28-5.1)**
§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090.
- Interested parties are instructed to peruse the Division of Purchases' website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
- Under HIPAA, a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement.

SECTION 2 – BACKGROUND, PURPOSE AND SCOPE

From time to time the State requires technical talents or skills for a particular project or a particular aspect of operations that are unavailable among its information technology (IT) staff. Therefore, the State is seeking to pre-qualify a roster of vendors who can supply, in both the health and non-health IT areas, skilled individuals to train and augment State IT staff as circumstances require.

Purpose: MPA 230 will be used for technical fixed- price and not-to-exceed price projects and hourly skilled individuals to train and augment technical/management staff.

Additional attributes of MPA engagements may, but are not required to, include the following:

- Acquiring a higher or missing skill levels
- Acquiring specific experience with a particular technology, methodology or project type
- Temporary fulfillment of a role due to scheduling, illness, inadequate staffing or other similar constraints
- Project management skills

Scope: Staff augmentation will mean the utilization of a qualified information technology services contractor(s) to fill any roles which require skills or resources unavailable from State workers at the time of need. Contractors will operate under the close supervision of the State.

Technical Projects will mean fixed-price or not-to-exceed price Information Technology projects, up to \$100,000, to be performed by vendor under the supervision of the State. There are specific processes that will be followed by the MPA Administrator to engage a vendor in a fixed price project. All fixed- price projects and not-to-exceed price projects will be first approved by the IT Project Review Committee. Requests for projects over \$100,000 but less than \$150,000 are allowed but first need the CIO's and the Purchasing Agent's written approval. Requests for projects over \$150,000 require both the CIO and Department of Administration Director's written approval. Projects over \$150,000 must have a strong business case to proceed. These projects usually involve the securing of additional federal dollars. Other justifications will be considered.

Engagement The State anticipates requiring staff augmentation or the solicitation of mini-bids in the following categories:
(See Appendix III for a list the various roles and a general list skills which may be included under this MPA):

- *Application Development*
- *Server*
- *Project Management*
- *Geographic Information Systems*
- *Testing*
- *Desktop*
- *Network*
- *Security*
- *Telecom*

Contractors may be engaged for multiple roles, on multiple projects, provided there is sufficient balancing of priorities which does not jeopardize individual project schedules.

Governance: Oversight and management of all MPA engagements will be through the office of the CIO in accord with the procedures outlined in Appendix II. All MPA engagements must be approved and coordinated by the office of the CIO.

SECTION 3 –ADDITIONAL TERMS AND CONDITIONS

- The State reserves the right in its sole discretion to offer current MPA 230 staff augmentation contractors whose firms are successful participating vendors under this RFP a new Purchase Order Release, subject to the terms and conditions of this RFP. The State reserves the right to negotiate and adjust current working contractor's hourly rates to align with participating contractor's new submitted rates.
- All hourly rates provided in the cost proposal will be inclusive of all costs borne by the vendor including but not limited to Affordable Care Act(ACA) requirements and impact, benefits provided to staff if any, and all other business related costs. Vendor hourly rates provided in the cost proposal will not be allowed to be adjusted after award is made.
- When deemed necessary for the continuity of a project, the State reserves the right in its sole discretion to offer current MPA 230 staff augmentation contractors whose firms are not successful in being a participating vendor under this new MPA, a contract under the new Purchase Order Release that is subject to the terms and conditions of this RFP to continue that project at a new

negotiated hourly rate or at their current rate until such time as the contractor's services are no longer needed for the project..

- For fixed-price and not to exceed projects the State will honor current agreed upon contracts by issuance of a new Purchase Order Release that is subject to the terms and conditions of this RFP.
- If project is extended beyond the initial agreed upon contract term that was based on the previous MPA hourly rates the State reserves the right to align rates to the new MPA rates.
- Upon State's request, vendor shall provide additional and periodic information to demonstrate continued financial responsibility.
- All engagements will be for named individuals only.
- The State reserves the right to negotiate better pricing at any time during MPA 230 or during the RFP cost evaluation period.
- Vendors may subcontract work to acquire skills and experience required by State; however, the State reserves the right to approve any subcontractors.
- All work contracted under MPA 230 will be considered "work for hire" with all rights to intellectual property assigned to the State.
- All contractors hired for an MPA engagement agree to adhere to all applicable DOIT IT policies. Such DOIT IT policies may be located at www.doit.ri.gov.

Contractor shall also perform its services in compliance with all applicable federal, State, applicable agency and local laws, policies, ordinances, orders, procedures and regulations in effect at the time the services are performed.

- Only vendors ranking at the category average and better (lower) will participate on MPA 230, and only the lowest 15 vendors of the individually ranked role sheets will have the opportunity to submit resumes for staff augmentation. (see Section 5 – EXAMPLE). However, fixed-price and not-to-exceed price projects will be offered to all vendors of the category regardless of ranking. The State reserves the right to increase the number of participants beyond that(15) if deemed desirable.
- Cost proposal evaluation is predicated on the offeror receiving a minimum of 70, out of a 100, technical points. Respondents scoring less than the minimum 70 technical points will be dropped from further award consideration.
- The State reserves the right to require additional terms and conditions when entering into individual engagements with vendor(s).
- Vendors may respond to any or all categories. However, there is no obligation to offer services in all categories. **To be validated for a category you must supply rates for all the category primary roles and be ranked at or better than the category average among all vendors (assuming the offeror has received the required minimum technical score). If there are not rates for all the primary roles, the average will be skewed and the vendor will not be ranked within the category. If vendor's category average is ranked at or better (lower) than the category average, then all other roles, not just the primary roles, with submitted rates for the category will be automatically validated for that vendor.**
- The State may approve or reject an offeror's participation in any category without rejecting the vendor's entire offer.

- All contractors that are hired for an MPA engagement must provide signed copies before issuance of a Purchase Order Release of the BCI Vendor Certification, Non-Disclosure, Confidentiality and Invention Agreement and HIPAA Business Associate Agreement (if applicable). The form of the BCI Vendor Certification, Non-Disclosure, Confidentiality and Invention Agreement and HIPAA Business Associate Agreement (if applicable) shall be provided as an Exhibit to an Addendum to this RFP. In addition, some State or agency policies may be memorialized in an agreement that must be signed by the required parties.
- The State reserves the right to request and review BCI results.
- The State reserves the right to require drug test(s), at vendor's expense, on individuals prior to beginning work.
- For staff augmentation, the contractor agrees to comply with Exhibit 2, Temporary Personnel, attached hereto and made a part hereof.
- In any engagement in the event of unplanned turnover, the State may hold Vendor responsible to reimburse the State for the associated costs including, but not limited to, briefing and training any new named individual approved by State after the issuance of a Purchase Order Release or a new contractor.

INSURANCE

Only vendors receiving State MPA 230 contracts will be required to have the following Insurance when selected for a fixed-price, not-to-exceed, or staff augmentation contract. **Vendors shall procure at their expense and maintain all insurance required in form and terms acceptable to State for the duration of the contract or as otherwise specified.** Before issuance of a Purchase Order Release, vendors are required to submit as detailed in Exhibit 3, attached hereto and made a part hereof, certificates of insurances and any required endorsements acceptable to State. Vendor shall provide State with replacement Certificate(s) and endorsements upon expiration, renewal, expiration or cancellation of the policies during the term of the contract, unless a longer period is specified. All certificates and endorsements shall reference MPA 230.

Commercial General Liability Insurance: Commercial General Liability Insurance covering bodily injury broad form property damage, personal and advertising injury, independent contractors, products completed operations, and contractual coverage. Coverage shall be written on an occurrence basis and shall extend to an agent, independent contractor, temporary worker and a leased worker. A combined single limit of \$1,000,000 per occurrence and aggregate is required.

Auto Liability Insurance: Auto Liability Insurance covering all owned, non-owned or hired vehicles. A combined single limit per occurrence of \$1,000,000 will be obtained.

Workers Compensation: Workers Compensation coverage in compliance with the workers' compensation laws of the State. Coverage shall include Employers Liability Insurance with minimum limits of \$500,000 each accident, \$500,000 disease or policy limit, \$500,000 each employee.

Alternative Employer Endorsement shall be required for both the workers compensation and employers liability policy.

For independent contractors who bid directly as a vendor without workers compensation insurance, they must fill out a Notice of Designation as an Independent Contractor Pursuant to RI General Law 28-29-17.1. The form may be found at the Labor and Training web site.

Technology Errors and Omissions Liability Insurance: Coverage to include Errors or Omissions, Product Failure, Security Failure, Professional Liability and Personal Injury. Contractor will obtain Technology Errors and Omissions Liability Insurance with minimum limits of \$1,000,000 per occurrence and aggregate. Insured will include any individual who is an agent, independent contractor, leased worker or temporary worker while acting within the scope of his or her contract with the named insured on projects under this MPA 230.

The State will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Contractor in excess of the minimum requirements set forth above. The duty to indemnify the State under this agreement shall not be limited by the insurance required in this section or in any way limit the Contractor's liability.

The Commercial General Liability Insurance, Auto Liability Insurance and the Technology Errors and Omissions Liability Insurance shall include the State, agencies, officers and employees as Additional Insured but only with respect to the Contractor's activities under the contract.

The insurance required through a policy or endorsement shall include:

A waiver of subrogation waving any right to recovery the insurance company may have against the State, its agencies, officers and employees.

A provision that Contractor's insurance coverage shall be primary to any insurance, self- insurance or self-insured retention maintained by the State, its agencies, officers and employees. Any insurance, self- insurance or self-insured retention maintained by the State, its agencies, officers and employees shall be in excess of the Contractor's insurance and shall not contribute.

There shall be no cancellation, material change, potential exhaustion of aggregate limits or non-renewal without 30 days written notice from the Contractor or its insurer(s) to the Department of Administration, Division of Information Technology and to the Purchasing Agent. Any failure to comply with the reporting provisions of this clause shall be grounds for immediate termination of this contract.

Insurance coverage required under the contract shall be obtained from insurance companies acceptable to the Purchasing Agent.

The Contractor shall pay all deductibles, self insured retentions and/or self insurance included hereunder.

The Contractor shall disclose to the State the amount of any deductible, self-insured retention and/or self insurance. The State reserves the right to reject any such insurance as not complying based on the amount of the deductible, self-insured retention and/or self-insurance.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual requirement

SECTION 4 – PROPOSAL SUBMISSION

*****VERY IMPORTANT – NEW INFORMATION*****

Submission of Request for Proposal

Each proposal must be submitted in a sealed envelope or package and include:

- (i) one (1) electronic copy of the technical proposal in a PDF format on the Technical CD;
- (ii) one original technical proposal(printed) in hard-copy paper format unbound and fastened only with binder clips;
- (iii) one (1) electronic copy(Excel) of the cost proposal - Appendix A & Appendix B on the Cost CD;
- (iv) one **original signed cost** proposal (printed) (in ink) in hard-copy paper format for Appendix A and for Appendix B;
- (v) one **original signed cost** proposal (same as iv above but scanned and saved as a PDF on to the Cost CD)
- (vi) one original signed (in ink) Bidder Certification Cover Form;
- (vii) one original signed (in ink) Bidder Certification Cover Form scanned and saved as a PDF on to the Technical CD;
- (viii) one signed original IRS Form W-9 (in ink and *dated not more than one year prior to the date of submission*) scanned and saved as a PDF on to the Technical CD;
- (ix) one signed original IRS Form W-9 (in ink and *dated not more than one year prior to the date of submission*)

NOTE: All electronic files(Cost and technical) are to be submitted on either one Technical CD or one Cost CD(See Addendum - Electronic File Naming Convention)

The signed original Bidder Certification Cover Form and signed original IRS Form W-9 (downloadable from the Division of Purchases website at www.purchasing.ri.gov) should be placed separately in the outer sealed envelope or package. See description below.

The technical proposal *may* include a transmittal letter signed by an authorized representative of the bidder and *must* include a table of contents, with labelled sections for each category. The hard copy and the pdf formatted electronic files of the technical proposal (*readable only* CD-Rom) must be placed inside a *separate sealed envelope* marked "Technical Proposal". The pdf formatted electronic files of the technical proposal should be submitted for each category and saved to the CD-Rom using the file naming conventions described in the "Electronic File Naming Convention" addendum.

The hard copy and the Excel formatted electronic copy of the cost proposal (*readable only* CD-Rom) must be placed inside a *separate sealed envelope* marked "Cost Proposal." The Excel formatted electronic copy of the cost proposal should be saved to the CD-Rom using the file naming convention described in the "Electronic File Naming Convention" addendum

The *outside* sealed package (with the complete proposal) and each *inside* sealed envelope (the technical proposal and the cost proposal) must include the bidder's name and address and the specific "Solicitation Number," "Solicitation Title," and the "RFP Submission Deadline" marked in the upper left-hand corner. The proposal must be delivered (via mail, messenger service, or personal delivery) to the Division of Purchases and date-stamped receipted by the date and time specified for the RFP submission deadline.

At that time, proposals will be opened and the names of the bidders read aloud in public, and one electronic copy of the technical proposal checked for readability. Bidders should mail proposal sufficiently in advance of the RFP submission deadline to ensure timely delivery to the Division of Purchases or, when delivering a proposal in person or by messenger, should allow additional time for parking and clearance through security checkpoints. proposals must be addressed to:

Rhode Island Department of Administration
Division of Purchases
One Capitol Hill, Second Floor
Providence, RI 02908-5855

Proposals that are not received by the Division of Purchases by the RFP submission deadline for whatever reason will be deemed late and will not be considered. The submission time will be determined by the time clock in the Division of Purchases. Postmarks will not be considered proof of timely submission.

COST PROPOSAL

Bidders must use the electronic Bid Form included in this solicitation for submission of the cost proposal. The Bid Form consists of an Excel Spreadsheet in Excel 2010 format (downloadable at the Division of Purchases website at www.purchasing.ri.gov) with 2 tabs that must be completed: (i) Appendix A, Vendor Pricing Response; and (ii) Appendix B, Vendor Pricing Category Response.

To download Appendix A and Appendix B, please click on the Letter 'D' in the column labeled 'Info'.

Vendors may respond to any or all categories. However, there is no obligation to offer services in all categories. To be validated for a category you must supply rates for all the category primary roles and be ranked at or better than the category average amongst all vendors (assuming the offeror has received the required minimum technical score). If there are not rates for all the primary roles, the average will be skewed and the vendor will not be ranked within the category. If vendor's category average is ranked at or better (lower) than the category average, then all other roles, not just the primary roles, with submitted rates for the category will be automatically validated for that vendor.

IT IS THE RESPONSIBILITY OF THE VENDOR TO VERIFY THE SUBMITTED INFORMATION is IDENTICAL ON THE CD, HARD COPY AND THE SIGNED APPENDICES. THE STATE RESERVES THE RIGHT IN IT'S SOLE DISCRETION TO REJECT OR APPROVE THE BID IF SUCH INFORMATION IS NOT IDENTICAL.

The Vendor assumes responsibility for proposals submitted by mail or commercial delivery service. Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. The "official" time clock is located in the reception area of the Division of Purchases. Faxed or emailed proposals will not be considered.

Any additional information pertaining to this RFP or changes in the timeline may be posted on an as-needed basis. It is the responsibility of the Bidder to regularly review the RIVIP website (www.purchasing.ri.gov) to check for any additional postings.

Assistance in using this RIVIP feature can be obtained by reviewing the online tutorials available under the Vendor Center Section or by contacting the RIVIP Help Desk at (401) 222-3766 or lynda.moore@doit.ri.gov.

Use of the Electronic Bid Forms provided by the State for submission of the Cost Proposals for **RFP #7548873** is mandatory. It is a Bidder's responsibility to assure that such Bidder has the technical capability to obtain and utilize all Bid documentation in the form and manner set forth in this RFP.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

TECHNICAL PROPOSAL

Technical Proposals must be submitted in a separate sealed envelope with the following items:

1. Cover page that is clearly visible and includes the vendor name and says Technical Proposal
 2. Description of vendor's customer support process for the State(1page)
 3. Description of human resource, hiring or screening processes, policies, and procedures. This will help the State understand the quality of staff you will be providing.(1 page)
 4. A statement listing the categories that vendor is submitting this proposal for.
- The technical proposal must have a section for each category submitted. Each section should be labelled with the category name and include the following items:
5. A statement of experience describing the offeror's background, company history, qualifications, and experience with other clients in the categories and roles vendor is requesting to participate in.(2 pages)
 6. A list of engagements(no more than 3) and at least two **references per category**, demonstrating vendor's capacity to deliver category services (Vendor can use the same reference in multiple categories if applicable)
 7. Sample resumes of individuals available to be assigned to the State. No more than 3 resumes per category.

(See addendum for electronic file naming convention for sections)

SECTION 5 - EVALUATION AND SELECTION

EXPLANATION:

The State will commission a Technical Review Committee, which will evaluate and score all proposals, category by category using the following criteria:

Technical evaluation:

- | | |
|---|-----------|
| • Staff Qualifications | 30 points |
| • Capability, Capacity, and Qualifications of the offeror | 70 points |

Offers/proposals must receive a minimum of 70 out of 100 technical points to warrant cost consideration and further evaluation.

Cost evaluation:

Definitions:

Primary Role - The roles used to calculate the Vendor Category Average, see below.

Category – Application Development, Testing, Project Management , Server, Desktop Support, Network, Security, Telecommunications, Geographic information Systems

Vendor Category Average – An average of the hourly rates of the primary roles submitted by a vendor for a category

Category average – an average of all the submitted vendor category averages specific to a category

Participating Vendor - Vendors ranking at the category average and better (lower). These vendor's individual role rates will be ranked for the role sheets and will participate in solicitations for staff augmentation, fixed-price and not-to-exceed price projects.

Role Sheet – A listing of participating vendors by their hourly rate for a specific role. The first 15 are typically used for staff augmentation requests. The MPA administrator will request resumes from the first 7 vendors and if not successful, request resumes from the next 8 vendors.

Award will be based on qualifications and capability of the vendor (minimum score of 70 out of 100) and then by ranking within category by the category average hourly cost. There are nine categories - Application Development, Server, Desktop, Network, Geographic Information Systems, Testing, Telecommunications, System Security, and Project Management – each will have two (2) to four (4) primary roles for which you will supply hourly rates. You will also verify the average cost of each category's primary roles' rates in a space provided in Appendix B (Excel Spreadsheets).

Category Primary Roles:

Application Development Category

Senior Programmer
Intermediate Programmer
Senior Web Developer
Senior Business Analyst

Testing Support Category

User Acceptance Tester
System Integration Tester
Unit Tester

Server Support Category

Intermediate Server Administrator
Senior Server Administrator
Server Architect

Network Support Category

Intermediate Network Technician

Senior Network Technician
Network Architect

Desktop Support Category

Intermediate Desktop Support Technician
Senior Desktop Support Technician

System Security Category

System Security Technician
System Security Analyst
Senior System Security Analyst
System Security Architect

Project Management Category

Senior Project Manager
Project Manager

Telecommunications Support Category

Intermediate Telecom Support Technician
Senior Telecom Support Technician

Geographic Information System Category

Senior GIS Technician
Intermediate GIS Analyst
Senior GIS Project Manager

Vendor will verify category average rate for each category above in the provided spreadsheet. Each vendor's category average will be used to rank each vendor's category response. Only those vendors's category average that is equal to or less than the category average of all submissions will participate on MPA 230, assuming the proposal has received the minimum required technical score. Everyone else will not participate in that category. NOTE: It is imperative to supply hourly rates for all category roles you are interested in. If you are awarded to participate in a category, all roles and rates supplied for that category will automatically be validated. You will not be validated for any role that an hourly rate is not supplied.

EXAMPLE:

A hypothetical example of the ranking method used:

Category: Application Development

Primary roles used to calculate vendor category average:

Senior Programmer
Intermediate Programmer
Senior Web Developer
Senior Business Analyst

- 5 vendors responded
 - Vendor 1 category average is \$90
 - Vendor 2 category average is \$70
 - Vendor 3 category average is \$ 63
 - Vendor 4 category average is \$ 78
 - Vendor 5 category average is \$ 83

- The category average is \$76.80
- The vendor ranking would be as follows:
 - 1. Vendor 3 with a category average of \$63
 - 2. Vendor 2 with a category average of \$70
 - 3. Vendor 4 with a category average of \$78
 - 4. Vendor 5 with a category average of \$83
 - 5. Vendor 1 with a category average of \$90
- Since the category average is \$76.80, only those vendors for the application category with a vendor category average equal to or less than \$76.80 will participate on MPA 230 - Application Development roster. Therefore, in this example only Vendor 3 and Vendor 2 would participate. All the roles supplied by Vendor 3 and Vendor 2 with valid hourly rates would be validated for the application development category roster.
- DOIT will then create individual role sheets for each role, i.e. Sr. Programmer sheet, for all the participating vendors (in this example Vendor 2 and Vendor 3), and rank the vendors by hourly rates for each role. This creates a specific role sheet, with all the category's successful vendors, ranked by their hourly rates, lowest to highest, for a specific role.
- Typically the MPA Administrator will use the initial lowest costing 7 vendors for resume requests for staff augmentation from the role sheet. If a candidate is not found from the initial lowest costing 7 vendors for that specific role, the MPA administrator will request resumes from the next 8 vendors for that specific role. Please see Appendix II for further information on contractor selection for staff augmentation, fixed or not-to-exceed price projects.

Once the lowest category average rates are established, the State reserves the right to negotiate lower pricing with only these vendors to achieve a final price for that vendor to be included on the MPA.

- The State reserves the right in its sole discretion to offer current MPA 230 staff augmentation contractors whose firms are successful participating vendors under this RFP a new Purchase Order Release, subject to the terms and conditions of this RFP. The State reserves the right to negotiate and adjust current working contractor's hourly rates to align with participating contractor's new submitted rates.
- When deemed necessary for the **continuity of a project**, the State in its sole discretion reserves the right to offer current MPA 230 staff augmentation contractors whose firms are not successful in being a participating vendor under this new MPA, a contract under the new Purchase Order Release that is subject to the terms and conditions of this RFP to continue that project at a new negotiated hourly rate or at their current rate until such time the contractor's services are no longer needed for the project.
- For fixed-price and not-to-exceed projects the State will honor current agreed upon contracts but the issuance of any new Purchase Order and/or any Release shall be subject to the terms and conditions contained in this MPA/LOI. If project is extended beyond the initial agreed upon contract term that was based on the previous MPA hourly rates, the State specifically reserves the right to align rates according to the new MPA rates.

The State reserves the right to negotiate better pricing at any time during MPA 230 or during the LOI cost evaluation period.

Inclusion as a Participating Vendor on MPA 230 is not a guarantee that the vendor will be selected for work during the contract period. Vendor selection will be based on State need, in addition to vendor qualifications, pricing and availability.

The State reserves the right to accept or reject, in part or in whole, any or all options, bids, or submissions and to act in its own best interest.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

**APPENDIX II – POLICIES AND PROCEDURES RELATING TO THE MANAGEMENT OF THE
MASTER PRICE AGREEMENT:**

Governance: Oversight and management of all contractors and staff will be through the office of the State Chief Information Officer), and subject to policies and procedures as defined by the Chief Information Officer and approved by the Division of Purchases. All engagements must be approved and coordinated by the CIO or designee (“CIO”).

Contractor engagements renewed from the prior MPA by issuance of a new Purchase Order Release as allowed by this RFP are not required to be solicited again.

Vendor shall not provide services unless and until a valid state Purchase Order Release approved by the CIO has been issued and received by the Vendor. VENDOR WILL NOT BE ENTITLED TO ANY PAYMENT FOR ANY SERVICES RENDERED OUTSIDE OF THIS POLICY.

ANY REQUEST TO SOLE SOURCE TO A CONTRACTOR MUST BE APPROVED BY THE CIO AND PURCHASING AGENT.

Process: Process will vary, based upon estimated size of engagement as follows:

SECTION: Staff Augmentation

- **Definition:** Staff that is hired from MPA 230 that report to a State Supervisor and work on an hourly basis via contract for a set period.

Hourly Engagement Process:

1. Agency IT Manager (AIM) or IT Hiring manager defines role, skills and deliverables required.
2. Once approval is received, the proper MPA 230 forms are filled out and submitted to the MPA administrator.
 - a. Agency IT Manager or IT Hiring Manager is responsible for, and must obtain all approvals for this initial form.
3. MPA Administrator solicits resumes from interested vendor(s) top 7 from role sheet. MPA Administrator obtains resume(s) from vendor(s), and may require references and samples of previous deliverables produced by individual contractor.
4. MPA Administrator sends resumes and any sample work to Agency IT manager/Hiring Manager for review and ranking.
5. Agency IT manager or IT hiring Manager can interview candidates and check references at will. Agency IT manager or Hiring IT manager chooses the most qualified candidate.
6. .
7. MPA Administrator notifies agency and vendor when the purchase order release has been created. The signature of the CIO or his/her designee is required on all purchase order releases.
8. Agency notifies MPA Administrator of any issues relating to engagement.
9. MPA Administrator periodically reports to the CIO on the status of all MPA contracts, ratings and feedback on individual contractors and projects.

Exceptions to the above process will require written approval from the CIO.

SECTION: Technical Fixed Price Projects

Size of Engagement	Allowable structure(s)
<=\$100,000	<ul style="list-style-type: none"> • Mini bid issued on MPA 230 • Allowable structures will include: <ul style="list-style-type: none"> ○ Hourly, not-to-exceed ○ Fixed-price • All engagements must have clearly defined deliverables and milestones • Mini bid needs DOIT PRC approval
➤ \$100,000 but less than or equal to \$150,000	<ul style="list-style-type: none"> • Engagements of this size require approval by the CIO and the Purchasing agent
➤ Greater than \$150,000	<ul style="list-style-type: none"> • Requires approval of Chief Purchasing Officer, his or designee and the CIO

For hourly not to exceed (NTE) or fixed price engagements(mini-bids) – process the same as Hourly Engagement, except:

1. All engagements must have clearly defined deliverables, scope, evaluation and acceptance
 - a. Agency specifications/requirements must be complete and thorough enough for vendors to bid based upon a fixed or NTE price.
 - b. The MPA Administrator shall solicit bids on fixed or NTE price engagements from all of the Participating Vendors from the applicable Category. Where possible, MPA Administrator will seek to receive bids from at least 3 MPA vendors.
 - c. Engagements must be in the form of a mini bid and solicited by the MPA Administrator.
 - d. The DOIT Project Review Committee must approve a project BEFORE a mini bid is solicited.
 - e. Contractor Engagement Process:

Contractors' proposals MUST breakdown cost by deliverable with defined acceptance criteria. Contractor shall submit technical and cost proposals separately in envelopes.

Contractors will be selected for discrete engagements based upon their mini bid responses by the Mini bid evaluation team considering:

- Depth, breadth and relevancy of experience with specific skills or technologies required for engagement
- Education, training and certifications
- Interpersonal and communication skills
- Knowledge of technology, process and methodology
- References and track record
- State experience and track record
- Price (estimated # hours of work to complete deliverables and/or hourly rates)
- Other, as identified by the Project Review Committee or MPA230 administrator

Weighting may vary based upon specific engagement needs.

Cost Proposals will be evaluated separately from the Technical Proposal.

2. Payment terms will be based on work accepted – per deliverable, minus a retainage if applicable or by agreed upon payment terms with the approval of MPA administrator or the CIO.
 - a. For partially complete deliverables, payment will be based upon time worked as a percentage of total estimate. For a partially complete deliverables the **State will not pay more than**

- Exceptions to the above process will require written approval from the CIO/Purchasing agent.**

APPENDIX III - Role definitions and required skills, by category

Application Development Category

Category (App Dev)	Description	Required Skills
Junior Business Analyst	Gathers and details specific application or project requirements.	Minimum of 1 years experience in gathering and documenting business requirements in technical application development settings. Must be able to describe both functional and process work flow requirements. Experience and certification in application delivery methodology strongly preferred.
Intermediate Business Analyst	Gathers and details specific application or project requirements.	Minimum of 3 years experience in gathering and documenting business requirements in technical application development settings. Must be able to describe both functional and process work flow requirements. Experience and certification in application delivery methodology strongly preferred.
Senior Business Analyst	<p>Same as above, plus:</p> <p>Specifies the business workers and entities required, and defines the responsibilities, operations, attributes, process flows and relationships necessary to realize the business objectives of the project.</p> <p>Produces both functional and process requirements and documentation necessary to design and build the system.</p>	Same as above, with a minimum of 6 years experience. Must have specific experience in the development of use-case and process flow models. Experience with the UML and RUP strongly recommended.
Junior System Analyst	Leads and coordinates requirements elicitation and use-case modeling by outlining the system's functionality and delimiting the system.	Minimum 1 years systems analysis experience.
Intermediate System Analyst	Leads and coordinates requirements	Minimum 3 years systems analysis

Category (App Dev)	Description	Required Skills
	elicitation and use-case modeling by outlining the system's functionality and delimiting the system.	experience.
Senior System Analyst	Leads and coordinates requirements elicitation and use-case modeling by outlining the system's functionality and delimiting the system.	Minimum 6 years systems analysis experience.
Intermediate Oracle Financials Specialist	Configures, understands, and recommends solutions for implementing and maintaining the Oracle E-business Suite.	Deep understanding of the Oracle Financials modules with at least 3 years experience.
Senior Oracle Financials Specialist	Configures, understands, and recommends solutions for implementing and maintaining the Oracle E-business Suite.	Deep understanding of the Oracle Financials modules with at least 6 years experience.
Intermediate Configuration Specialist	Configures commercial off the shelf applications (COTS) to meet specific business or requirements.	Deep understanding of specific system or technology to be configured. At least 3 years experience.
Senior Configuration Specialist	Configures commercial off the shelf applications (COTS) to meet specific business or requirements.	Deep understanding of specific system or technology to be configured. At least 6 years experience.
Junior Database Administrator	Responsible for the performance, integrity and security of a specified database management system.	Have demonstrated programming, troubleshooting and design of database applications. Experienced in problem solving affecting relational database systems as well as developing databases for expansion and enhancement. With at least 3 years experience. (e.g. Oracle , DB2, MS SQL Server, Informix, Sybase, Access, MYSQL, Postgres)
Intermediate Database Administrator	Responsible for the performance, integrity and security of a specified database management system.	Have demonstrated programming, troubleshooting and design of database applications. Experienced in problem solving affecting relational database systems as well as developing databases for expansion and enhancement. With at least 8 years experience. (e.g. Oracle , DB2, MS SQL Server, Informix, Sybase, Access, MYSQL, Postgres)
Senior Database Administrator	Responsible for the performance, integrity and security of a specified database management system.	Have demonstrated programming, troubleshooting and design of database applications. Experienced in problem

Category (App Dev)	Description	Required Skills
		solving affecting relational database systems as well as developing databases for expansion and enhancement. With at least 11 years experience. (e.g. Oracle , DB2, MS SQL Server, Informix, Sybase, Access, MYSQL, Postgres)
Intermediate Oracle/PeopleSoft Financials Specialist	Configures, understands, and recommends solutions for implementing and maintaining the Oracle/PeopleSoft Financials Module	Deep understanding of the Oracle/PeopleSoft Financials modules with at least 3 years experience.
Senior Oracle/PeopleSoft Financials Specialist	Configures, understands, and recommends solutions for implementing and maintaining the Oracle/PeopleSoft Financial Module	Deep understanding of the Oracle/PeopleSoft Financials modules with at least 6 years experience.
Intermediate Oracle/PeopleSoft Human Resource Specialist	Configures, understands, and recommends solutions for implementing and maintaining the Oracle/PeopleSoft HR Module	Deep understanding of the Oracle/PeopleSoft Human Resource modules with at least 3 years experience.
Senior Oracle/PeopleSoft Human Resource Specialist	Configures, understands, and recommends solutions for implementing and maintaining the Oracle/PeopleSoft Module	Deep understanding of the Oracle/PeopleSoft Human Resource modules with at least 6 years experience.
Intermediate Oracle/PeopleSoft Campus Solutions Specialist	Configures, understands, and recommends solutions for implementing and maintaining the Oracle/PeopleSoft Campus Solutions Module	Deep understanding of the Oracle/PeopleSoft campus Solutions modules with at least 3 years experience.
Senior Oracle/PeopleSoft Campus Solutions Specialist	Configures, understands, and recommends solutions for implementing and maintaining the Oracle/PeopleSoft Campus Solutions Module	Deep understanding of the Oracle/PeopleSoft Campus Solutions modules with at least 6 years experience.
Oracle/PeopleSoft Higher Education Integration Specialist	Perform complex analysis, evaluation, design, development, testing, implementation, documentation and maintenance of Oracle/PeopleSoft Application Designer to Integrate Improve and transform business processes, operational metrics and performance.	Experience working in the Higher Education industry. Experience and understanding of all PeopleSoft Modules. Defining systems strategy, developing systems requirements, designing and prototyping, testing, training, defining support procedures, and implementing practical business solutions. Strong analytical and problem-solving skills.
Intermediate Designer	Defines the responsibilities,	Minimum 3 years technical design

Category (App Dev)	Description	Required Skills
(technical)	operations, attributes and relationships of one or several classes of objects or components, and determines how they should be adjusted to the implementation environment. Designer may have responsibility for one or more design packages or design subsystems, including classes owned by the packages or subsystems. Designer may develop messaging standards, such as xml document definitions and schemas.	experience. Knowledge of both object oriented (OO) and procedural development environments. Training, education and certification in specific technology of choice may be required. For engagements utilizing a web services architecture, skills and experience in designing, developing, using or supporting XML, SOAP, WSDL, or UUDI standards may be required.
Senior Designer (technical)	Defines the responsibilities, operations, attributes and relationships of one or several classes of objects or components, and determines how they should be adjusted to the implementation environment. Designer may have responsibility for one or more design packages or design subsystems, including classes owned by the packages or subsystems. Designer may develop messaging standards, such as xml document definitions and schemas.	Minimum 6 years technical design experience. Knowledge of both object oriented (OO) and procedural development environments. Training, education and certification in specific technology of choice may be required. For engagements utilizing a web services architecture, skills and experience in designing, developing, using or supporting XML, SOAP, WSDL, or UUDI standards may be required.
Junior Process Architect	Gathers requirements and optimizes (re)design of business processes.	Ability to gather functional and business requirements, define existing processes, design optimized process and develop gap analysis. Knowledge and experience with process engineering methodologies such as Six Sigma, CMM, OSO or others may be required. Minimum 2 years experience
Intermediate Process Architect	Gathers requirements and optimizes (re)design of business processes.	Ability to gather functional and business requirements, define existing processes, design optimized process and develop gap analysis. Knowledge and experience with process engineering methodologies such as Six Sigma, CMM, OSO or others may be required. Minimum 5 years experience
Senior Process Architect	Gathers requirements and optimizes (re)design of business processes.	Ability to gather functional and business requirements, define existing processes, design optimized process and develop gap analysis. Knowledge and experience with process engineering methodologies such

Category (App Dev)	Description	Required Skills
		as Six Sigma, CMM, OSO or others may be required. Minimum 8 years experience
Junior Programmer	Plans and develops application code to meet system requirements.	Minimum 1 years programming experience with target technology or language (COBOL, Java, C, C++, .Net, etc).
Intermediate Programmer	Plans and develops application code to meet system requirements.	Minimum 4 years programming experience with target technology or language (COBOL, Java, C, C++, .Net, etc).
Senior Programmer	Plans and develops application code to meet system requirements	Minimum 8 years application development and programming experience with target technology or language. Familiarity with object oriented methodologies and best practices.
Intermediate Solution Architect	Defines and integrates the overall system, roles and processes for delivering the solution. Identifies primary system components, critical success factors, risks, and overall technical strategy.	Senior technical resource, with a minimum of 10 years experience in a variety of technical environments. Deep knowledge of hardware, software and data environments and application development and integration methodologies. Able to recommend technology choices based upon the benefits and risks associated with different technology alternatives. Strong executive communication skills. Technical education, certification, and training directly relevant to target environment may be required.
Senior Solution Architect	Defines and integrates the overall system, roles and processes for delivering the solution. Identifies primary system components, critical success factors, risks, and overall technical strategy.	Senior technical resource, with a minimum of 14 years experience in a variety of technical environments. Deep knowledge of hardware, software and data environments and application development and integration methodologies. Able to recommend technology choices based upon the benefits and risks associated with different technology alternatives. Strong executive communication skills. Technical education, certification, and training directly relevant to target environment may be required.

Category (App Dev)	Description	Required Skills
Intermediate System Integrator	Plan and combine system components for integrated functionality. Define interface definitions for system interoperability.	Minimum 10 years system and application development experience. Knowledge of both object oriented (OO) and procedural development environments, along with understanding of hardware, software and data environments. Training, education and certification in specific technology of choice may be required.
Senior System Integrator	Plan and combine system components for integrated functionality. Define interface definitions for system interoperability.	Minimum 14 years system and application development experience. Knowledge of both object oriented (OO) and procedural development environments, along with understanding of hardware, software and data environments. Training, education and certification in specific technology of choice may be required.
Junior Web Developer	Designs and develops web applications and sites, which may include technical application and UI development.	Minimum 1 year web development experience with Java, HTML5, CSS3, Javascript, Ruby, jQuery, MVC, etc
Intermediate Web Developer	Designs and develops web applications and sites, which may include technical application and UI development.	Minimum 4 years web development experience with Java, HTML5, CSS3, Javascript, Ruby, jQuery, MVC, etc
Senior Web Developer	Designs and develops web applications and sites, which may include technical application and UI development.	Minimum 8 years web development experience with Java, HTML5, CSS3, Javascript, Ruby, jQuery, MVC, etc
Data Entry	Data Entry	Basic computer and typing skills.
Junior Content Developer	Gathers requirements, develops and organizes both static and dynamic content for applications or websites.	Minimum 1 year content development and management experiences. Strong interface design, organizational and writing skills.
Intermediate Content Developer	Gathers requirements, develops and organizes both static and dynamic content for applications or websites.	Minimum 3 years content development and management experiences. Strong interface design, organizational and writing skills.
Senior Content Developer	Gathers requirements, develops and organizes both static and dynamic content for applications or websites.	Minimum 6 years content development and management experiences. Strong interface design, organizational and writing skills.
Junior Technical Writer	Produces end user support material,	Minimum 1 years technical writing

Category (App Dev)	Description	Required Skills
	such as user guides, help texts, release notes, etc.	experience.
Intermediate Technical Writer	Produces end user support material, such as user guides, help texts, release notes, etc.	Minimum 3 years technical writing experience.
Senior Technical Writer	Produces end user support material, such as user guides, help texts, release notes, etc.	Minimum 6 years technical writing experience.
Junior Course Developer	Develops training material in conjunction with project delivery to teach users and administrators how to use and support system. Creates slides, student/teacher notes, examples, tutorials and so on to enhance the understanding of the product.	Minimum 1 years experience with technical training, writing, and course development.
Intermediate Course Developer	Develops training material in conjunction with project delivery to teach users and administrators how to use and support system. Creates slides, student/teacher notes, examples, tutorials and so on to enhance the understanding of the product.	Minimum 3 years experience with technical training, writing, and course development.
Senior Course Developer	Develops training material in conjunction with project delivery to teach users and administrators how to use and support system. Creates slides, student/teacher notes, examples, tutorials and so on to enhance the understanding of the product.	Minimum 5 years experience with technical training, writing, and course development.
Trainer	Responsible for training in conjunction with project delivery.	Minimum of 3 years experience in training on specific technology required.
Document Imaging Specialist	Perform operational processes for preparing records for electronic scanning, such as taping loose sheets, removing staples, and verifying information. Uses computer, bar code technology, and	Experience in electronic records management. Must have excellent PC skills especially with scanning. Requires good organizational skills and attention to detail.

Category (App Dev)	Description	Required Skills
	scanning equipment to record and track all information.	

Testing Support Category

Category:(Project Management)	Description	Required Skills
User Acceptance Tester	Systematically test application functionality, as part of the development/test cycle in preparation for the go-live phase of application development. Review system requirements and design to verify requirements implemented. Document test scenarios, test cases and test scripts. Definition and preparation of test data. Identification and analysis of software defects.	Ability to fully analyze a problem and complete detailed reports; Test preparation and execution experience required; strong problem solving skills and attention to detail; MS Excel and MS Office experience.
System Integration Tester	Ensure that software systems and components are successfully integrated across hardware systems and meet specified requirements. Selects and develops integration testing techniques for ensuring the systems' overall capability of fulfilling business requirements Design custom integration tests and review functional specifications to identify open issues	Ability to fully analyze a problem and complete detailed reports; Good general knowledge, a strong will to learn, strong communication skills in writing; Ability to communicate technical improvements, restrictions, or road blocks of new software applications; Enterprise level systems experience with databases, scripting, XML, web services, operating systems, hardware, peripheral equipment and an understanding of system architecture principles.
Unit Tester	Systematically test software module functionality as part of the development/test cycle. Create test plans and execute test cases. Logging and analysis of test results.	Ability to fully analyze a problem and complete detailed reports; Organized and detailed; Advanced knowledge of computers and programming in specified platform; SQL experience; Knowledge of software testing theories, practices and tools.

Server Support Category

Category: (Server Support)	Description	Required Skills
Junior Server Administrator	Server administration for the Windows, Novell, and Citrix environments.	Should have at least 3 years experience in server administration, software and related equipment installations, upgrades, repair and problem resolution. Must be able to coordinate activities with other micro support technicians. Certification preferred. Experience with one or more of the following disciplines: Microsoft Server 2000/2003, Netware, Exchange, Groupwise, Citrix and the various desktop operating systems.
Intermediate Server Administrator	Server administration for the Windows, Novell, and Citrix environments	Should have at least 6 years experience in server administration, software and related equipment installations, upgrades, repair and problem resolution. Must be able to coordinate activities with other micro support technicians. Certification preferred. Experience with one or more of the following disciplines: Microsoft Server 2000/2003, Netware, Exchange, Groupwise, Citrix and the various desktop operating systems.
Senior Server Administrator	Server administration for the Windows, Novell, and Citrix environments.	Should have at least 11 years experience in server administration, software and related equipment installations, upgrades, repair and problem resolution. Must be able to coordinate activities with other micro support technicians. Certification preferred. Experience with one or more of the following disciplines: Microsoft Server 2000/2003, Netware, Exchange, Groupwise, Citrix and the various desktop operating systems.
Server Architect	Design and implement server architecture in an enterprise network environment. Research solutions, make decisions on computer hardware and layout, and develop server architecture plans. Monitor and troubleshoot server activity.	Advanced knowledge of Windows server hardware, Active Directory and Windows Exchange. Extensive knowledge of Windows 2003/2008 System Administration for Enterprise Networks. Strong communication, organization, and management skills.
Junior Mainframe Systems Programmer	Design, build, test, and deliver mainframe applications based on requirements gathered from	Must have at least 5 years experience in a mainframe operating system and communications environment.

Category: (Server Support)	Description	Required Skills
	business analysts and end users.	Experience with DOS/VSE/ESA, MVS, OS390, OS400
Intermediate Mainframe Systems Programmer	Design, build, test, and deliver mainframe applications based on requirements gathered from business analysts and end users.	Must have at least 10 years experience in a mainframe operating system and communications environment. Experience with DOS/VSE/ESA, MVS, OS390, OS400
Senior Mainframe Systems Programmer	Design, build, test, and deliver mainframe applications based on requirements gathered from business analysts and end users.	Must have at least 15 years experience in a mainframe operating system and communications environment. Experience with DOS/VSE/ESA, MVS, OS390, OS400
Junior Unix Administrator	Unix administration for application servers. Able to troubleshoot operating system problems. Technical knowledge of Unix utilities and be able to support and administer Unix resources.	Must have at least 3 years progressive experience with Unix systems administration. Must have a working knowledge of shell programming, familiarity with software installation, operating system monitoring, Unix communication software and operating systems. Able to troubleshoot operating system problems. Technical knowledge of Unix utilities and be able to support and administer Unix resources; Experience with one or more of the following: HP-UX, AIX, SCO Unix, Solaris, Linux.
Intermediate Unix Administrator	Unix administrator with strong skills and experience with Unix systems administration. Able to troubleshoot complex operating system problems	Must have at least 7 years progressive experience with Unix systems administration. Certification preferred. Must have a working knowledge of shell programming, software installation, operating system monitoring, performance tuning, Unix communication software and operating systems. Able to troubleshoot complex operating system problems; excellent communication skills; organized. Technical knowledge of Unix utilities and be able to support and administer Unix resources. In depth knowledge of one or more of the following: HP-UX, AIX, SCO Unix, Solaris, Linux.
Senior Unix Administrator	Unix administrator with strong skills and experience with Unix systems administration. Able to troubleshoot complex operating system problems	Must have at least 12 years progressive experience with Unix systems administration. Certification preferred. Must have a working knowledge of shell programming, software installation,

Category: (Server Support)	Description	Required Skills
		operating system monitoring, performance tuning, Unix communication software and operating systems. Able to troubleshoot complex operating system problems; excellent communication skills; organized. Technical knowledge of Unix utilities and be able to support and administer Unix resources. In depth knowledge of one or more of the following: HP-UX, AIX, SCO Unix, Solaris, Linux.

Network Support Category

Category: (Network Support)	Description	Required Skills
Junior Network Technician	Assists in network monitoring, operations, installation or maintenance with direct supervision.	Knowledge of tools, equipment, and methods used in the diagnosis of factors affecting network performance: <ul style="list-style-type: none"> • Understand technical hardware and software documentation. • Ability to perform routine network activities. • Knowledge of data communications and wiring standards. • Knowledge of network operating systems including Windows and Netware. • Ability to respond to help desk referrals and provide assistance with the support on the network. • Knowledge of TCP/IP, NetBEUI, IPX and related protocols. • Knowledge of SNMP tools and methods
Intermediate Network Technician	Responsible for moderately complex tasks relating to network monitoring, operations, installation and maintenance with general supervision.	Minimum 3 years network experience. Must be able to: <ul style="list-style-type: none"> • Work with and configure frame-relay, ATM and point-to-point communication lines. • Document network, and maintain records related to the network hardware, cabling, software versions and location of equipment. • Troubleshoot dial-up, VPN and e-mail issues. • Install and program various network hardware. • Diagnose defects in network cabling and hardware. • Work independently and effectively in the

Category: (Network Support)	Description	Required Skills
		absence of a supervisor. <ul style="list-style-type: none"> • Knowledge of Cisco IOS is a plus.
Senior Network Technician	Responsible for the most complex network tasks. May function in a lead capacity within a department or provide direction and supervision for less experienced technicians.	Minimum 6 years network experience. Must possess: <ul style="list-style-type: none"> • Working knowledge of Unix based operating systems including Red Hat Linux and IBM AIX • Knowledge of internet protocol (e.g. E-mail, FTP, DNS). • Knowledge of Apache web server software, MySQL database software. • An ability to work with web publishing software such as Microsoft Front Page, and Dream Weaver. • An ability to plan, cable, and install or assist in the installation of wide area networks. • An ability to configure Intrusion Detection Systems. • An ability to configure network to network and individual user based VPN accounts. • An ability to configure and work with Radius software • Working knowledge of Unix based operating systems including Red Hat Linux and IBM AIX • Knowledge of internet protocol (e.g. E-mail, FTP, DNS). • Knowledge of Apache web server software, and database software
Network Architect	Responsible for designing computer networks, including local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems. Analyze technical needs, requirements, and state of the network's infrastructure design, integration, and operations.	Working knowledge of network switches, routers, firewalls, and network protocols; Knowledge of Data Center, Security Infrastructure and Virtualization technologies; Capable of producing a blueprint for a complex, large-scale, integrated network and clearly communicating that architecture to stakeholders; Strong communication, organization, and management skills.

Desktop Support Category

Category: (Desktop Support)	Description	Required Skills
Junior Desktop Support Technician	Support and maintenance of desktops and peripherals	Must have at least 1 year progressive experience in microcomputers, software operating systems, database management and related equipment, installations, upgrades, repair and problem resolution and design. Good communication skills; articulate; courteous; prior experience on a technology help desk preferred.
Intermediate Desktop Support Technician	Support and maintenance of desktops and peripherals	Must have at least 3 years progressive experience in microcomputers, software operating systems, database management and related equipment, installations, upgrades, repair and problem resolution and design.
Senior Desktop Support Technician	Support and maintenance of desktops and peripherals	Must have at least 7 years progressive experience in microcomputers, software operating systems, database management and related equipment, installations, upgrades, repair and problem resolution and design.
Service Desk Support Specialist	Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.	Determining causes of operating errors and deciding what to do about it. Demonstrated ability to effectively communicate by phone or in person. Knowledge of information technology and DoIT products and services. Demonstrated analytical and troubleshooting skills.

System Security Category

Category: (System Security)	Description	Required Skills
System Security Technician	Protects computer assets by establishing and documenting access, maintaining files.	Establishes system access by issuing IDs; coaching client on password construction and usage. Documents access by logging, sorting, counting, and filing requests, recording terminations and transfers. Maintains security files and provides information by collecting, analyzing and summarizing data and trends.
System Security Analyst	Develops security plans, protocols, architecture and procedures. Stays up-to-date on the latest intelligence, including hackers' methodologies, in order to anticipate security breaches. Performs risk assessments and testing of data processing systems. Installing firewalls, data encryption and other security measures.	Minimum 3 years experience with security technologies, including planning, architecture, policies and procedures. Candidates should possess one or more of the following certifications: Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor(CISA), Certified Information Systems Manager(CISM), or Certified Computer Examiner.
Senior System Security Analyst	Develops security plans, protocols, architecture and procedures. Stays up-to-date on the latest intelligence, including hackers' methodologies, in order to anticipate security breaches. Performs risk assessments and testing of data processing systems. Installing firewalls, data encryption and other security measures.	Minimum 7 years experience with security technologies, including planning, architecture, policies and procedures. Candidates should possess one or more of the following certifications: Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor(CISA), Certified Information Systems Manager(CISM), or Certified Computer Examiner.
System Security Manager	Secures enterprise information by designing, implementing, and	Minimum 3 years experience securing enterprise information utilizing Information Security Policies, Network Security, Change Management, Quality

Category: (System Security)	Description	Required Skills
	enforcing security controls, safeguards, policies, and procedures. Coordinates information security inspections, tests and reviews.	Management, Technical Management, Tracking Budget Expenses, Strategic Planning, Supervision, Decision Making, Problem Solving, Analyzing Information.
Senior System Security Manager	Secures enterprise information by designing, implementing, and enforcing security controls, safeguards, policies, and procedures. Coordinates information security inspections, tests and reviews.	Minimum 7 years experience securing enterprise information utilizing Information Security Policies, Network Security, Change Management, Quality Management, Technical Management, Tracking Budget Expenses, Strategic Planning, Supervision, Decision Making, Problem Solving, Analyzing Information.
System Security Architect	Secures enterprise information by determining security requirements; planning, implementing, and testing security systems. Recommend ways to improve a system's security through both hardware and software	Minimum 3 years experience in Network Security, Network Hardware Configuration, Network Protocols, Networking Standards, Supervision, Conceptual Skills, Decision Making, Informing Others, Functional and Technical Skills, Dependability, Information Security Policies
Senior System Security Architect	Secures enterprise information by determining security requirements; planning, implementing, and testing security systems. Recommend ways to improve a system's security through both hardware and software	Minimum 7 years experience in Network Security, Network Hardware Configuration, Network Protocols, Networking Standards, Supervision, Conceptual Skills, Decision Making, Informing Others, Functional and Technical Skills, Dependability, Information Security Policies
Network Security and Fraud Management Analyst	Secures enterprise assets and reduces losses by determining network security and fraud management requirements; planning, implementing, and testing systems; preparing network security and fraud	Minimum 3 years experience in Network Security, Firewall Administration, Network Design and Implementation, Developing Standards, Managing Processes, Decision Making, Process Improvement, Problem Solving

Category: (System Security)	Description	Required Skills
	management standards, policies, and procedures	
Privacy and Security Officer	Manages all activities related to HIPAA compliance, security and privacy regulations	Minimum 3 years experience in information security, HIPAA compliance, state and federal guidelines on privacy, audits, Network Security, Developing Standards, Managing Processes, Decision Making, Process Improvement, Problem Solving, ePHI, Information Security Policies

Telecommunications Support Category

Category: (Telecommunications Support)	Description	Required Skills
Junior Telecom Support Technician	Provide ongoing support and technical assistance in planning, implementing and maintaining telecommunication services across state agencies; resolving problems and/or determining appropriate action/s for resolution;	A working knowledge of the principles, practices, methods and techniques of telecommunications hardware and Avaya software environments; the ability to perform routine hardware and software installation and maintenance activities in the specified environment; the ability to assist in providing technical support in telecommunications operation; and related capacities and abilities.
Intermediate Telecom Support Technician	Provide ongoing support and technical assistance in planning, implementing and maintaining telecommunication services across state agencies; resolving problems and/or determining appropriate action/s for resolution;	A working knowledge of the principles, practices, methods and techniques of telecommunications hardware and Avaya software environments; the ability to perform routine hardware and software installation and maintenance activities in the specified environment; the ability to assist in providing technical support in telecommunications operation; and related capacities and abilities.
Senior Telecom Support Technician	Provide ongoing support and technical assistance in planning, implementing and maintaining telecommunication	A thorough knowledge of the principles, practices, methods and techniques of telecommunications hardware and Avaya software environments; the ability to plan, organize and supervise the work of subordinate technical staff members; the ability to plan and conduct training sessions; the ability to

Category: (Telecommunications Support)	Description	Required Skills
	services across state agencies; resolving problems and/or determining appropriate action/s for resolution;	establish and maintain effective working relationships with others; and related capacities and abilities.;

Project Management Category

Category:(Project Management)	Description	Required Skills
Project Manager	Individual who plans, executes and controls project. Develops project plan which defines scope, as evidenced by a work break down structure. Coordinates project activities and resources. Reports status and issues to project steering committee.	Minimum 4 years application development and project management experience. PMI certification strongly recommended. Experience with projects of similar size and scope, methodology and technologies may be required.
Senior Project Manager	Individual who plans, executes and controls project. Develops project plan which defines scope, as evidenced by a work break down structure. Coordinates project activities and resources. Reports status and issues to project steering committee.	Minimum 10 years application development and project management experience. PMI certification strongly recommended. Experience with projects of similar size and scope, methodology and technologies may be required. Experience with large, multi-year projects.

Geographic Information Systems Category

GIS Consultant	Works as project advisor providing project vision and strategic consulting for all kinds of GIS projects. Applies extensive experience with GIS and related geospatial technologies in order to recommend applicable and relevant GIS solutions. Works with other technical staff to ensure successful project completion.	10 years experience as GIS expert. Significant experience working in Consulting position.
Junior GIS Project Manager	Plans, assigns, and reviews the work of analysts, technicians, and	Knowledge of both theoretical and practical aspects of project management. Understanding of

	<p>programmers working on GIS projects. Liaises with clients, subcontractors, and other relevant parties. Knowledgeable of GIS software and technology. Management responsibilities include: defining program requirements, establishing budgets and schedules, allocating staff and resources, and managing and overseeing subcontractor activities. Responsible for ensuring that all contract deliverables are met and for the successful completion of GIS projects.</p>	<p>project management techniques and tools. Demonstrated GIS project management work experience. Proven ability to successfully manage large and complex GIS projects. Minimum 1yr experience.</p>
Intermediate GIS Project Manager	<p>Plans, assigns, and reviews the work of analysts, technicians, and programmers working on GIS projects. Liaises with clients, subcontractors, and other relevant parties. Knowledgeable of GIS software and technology. Management responsibilities include: defining program requirements, establishing budgets and schedules, allocating staff and resources, and managing and overseeing subcontractor activities. Responsible for ensuring that all contract deliverables are met and for the successful completion of GIS projects.</p>	<p>Knowledge of both theoretical and practical aspects of project management. Understanding of project management techniques and tools. Demonstrated GIS project management work experience. Proven ability to successfully manage large and complex GIS projects. Minimum 3 yrs experience.</p>
Senior GIS Project Manager	<p>Plans, assigns, and reviews the work of analysts, technicians, and programmers working on GIS projects. Liaises with clients, subcontractors, and other relevant parties. Knowledgeable of GIS software and technology. Management responsibilities include: defining program requirements, establishing budgets and schedules, allocating staff and resources, and managing and overseeing subcontractor activities. Responsible for ensuring that all contract deliverables are met and for</p>	<p>Knowledge of both theoretical and practical aspects of project management. Understanding of project management techniques and tools. Demonstrated GIS project management work experience. Proven ability to successfully manage large and complex GIS projects. Minimum 6 yrs experience.</p>

	the successful completion of GIS projects.	
Junior GIS Analyst	Utilizes GIS to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Provides maps and data sets to clients as needed. Knowledgeable of GIS software and technology. Provides GIS technical support and develops solutions for all application problems.	Requires a BA degree in related discipline and experience in the field. Has knowledge of commonly-used concepts, practices, and procedures within Geospatial Sciences. Must have Strong GIS skills with ESRI software. Minimum 1 yr experience.
Intermediate GIS Analyst	Utilizes GIS to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Provides maps and data sets to clients as needed. Knowledgeable of GIS software and technology. Provides GIS technical support and develops solutions for all application problems.	Requires a BA degree in related discipline and experience in the field. Has knowledge of commonly-used concepts, practices, and procedures within geospatial sciences.. Must have Strong GIS skills with ESRI software. Minimum 3 yrs experience.
Senior GIS Analyst	Utilizes GIS to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Provides maps and data sets to clients as needed. Knowledgeable of GIS software and technology. Provides GIS technical support and develops solutions for all application problems.	Requires a BA degree in related discipline and experience in the field. Has knowledge of commonly-used concepts, practices, and procedures within geospatial sciences. Must have Strong GIS skills with ESRI software. Minimum 6 yrs experience.
Junior GIS Technician	Provides overall technical visions and system architecture for large and complex GIS solutions. Has broad technical knowledge of GIS applications and related technologies. Can provide expertise in internet applications, data warehousing, spatial analysis, and modeling. Proficient in several GIS software programs as well as programming languages, Internet markup languages, and other	Extensive knowledge of principles, practices, and tools of geographic data modeling, database design and implementation, and data documentation. Knowledge of programming and scripting languages such as: Python, Java, JSP, including database design, web application development.. Minimum 1 yr experience.

	<p>technologies.</p> <p>Designs technical project plans for the implementation of application software projects and database development projects. Ensure appropriate system methodologies are employed. Perform software and database quality control.</p>	
Intermediate GIS Technician	<p>Provides overall technical visions and system architecture for large and complex GIS solutions. Has broad technical knowledge of GIS applications and related technologies. Can provide expertise in internet applications, data warehousing, spatial analysis, and modeling. Proficient in several GIS software programs as well as programming languages, Internet markup languages, and other technologies.</p> <p>Designs technical project plans for the implementation of application software projects and database development projects. Ensure appropriate system methodologies are employed. Perform software and database quality control.</p>	<p>Extensive knowledge of principles, practices, and tools of geographic data modeling, database design and implementation, and data documentation. Knowledge of programming and scripting languages such as: Python, Java, JSP, including database design, web application development. Minimum 3 years experience.</p>
Senior GIS Technician	<p>Provides overall technical visions and system architecture for large and complex GIS solutions. Has broad technical knowledge of GIS applications and related technologies. Can provide expertise in internet applications, data warehousing, spatial analysis, and modeling. Proficient in several GIS software programs as well as programming languages, Internet markup languages, and other technologies.</p> <p>Designs technical project plans for the implementation of application</p>	<p>Extensive knowledge of principles, practices, and tools of geographic data modeling, database design and implementation, and data documentation. Knowledge of programming and scripting languages such as: Python, Java, JSP, including database design, web application development. Minimum 6 years experience.</p>

	software projects and database development projects. Ensure appropriate system methodologies are employed. Perform software and database quality control.	
Junior GIS Programmer	Programs complex GIS solutions (web-based and desktop).	<p>Graduation from an accredited college/university with a Bachelors degree in computer science, geography, public administration, or related field. Experience designing or implementing GIS enterprise architectures, including service-oriented architectures, framework data architectures and web enterprise architectures.</p> <p>Knowledge of programming and scripting languages such as: Python, Java, JSP. Skill with development tools and programming languages such as: C#.Net/VB.Net/ASP.Net/Sliverlight/Flex environment, including database design and development (Oracle, SQL Server), web application development, and enterprise applications integration middleware. Minimum 1 yr experience.</p>
Intermediate GIS Programmer	Programs complex GIS solutions (web-based and desktop).	<p>Graduation from an accredited college/university with a Bachelors degree in computer science, geography, public administration, or related field. Experience designing or implementing GIS enterprise architectures, including service-oriented architectures, framework data architectures and web enterprise architectures.</p> <p>Knowledge of programming and scripting languages such as: Python, Java, JSP. Skill with development tools and programming languages such as: C#.Net/VB.Net/ASP.Net/Sliverlight/Flex environment, including database design and development (Oracle, SQL Server), web application development, and enterprise applications integration middleware. Minimum 3 yrs experience.</p>
Senior GIS Programmer	Programs complex GIS solutions (web-based and desktop).	<p>Graduation from an accredited college/university with a Bachelors degree in computer science, geography, public administration, or related field. Experience designing or implementing GIS enterprise architectures, including service-oriented architectures, framework data architectures and</p>

		<p>web enterprise architectures.</p> <p>Knowledge of programming and scripting languages such as: Python, Java, JSP. Skill with development tools and programming languages such as: C#.Net/VB.Net/ASP.Net/Sliverlight/Flex environment, including database design and development (Oracle, SQL Server), web application development, and enterprise applications integration middleware. Minimum 6 yrs experience.</p>
GIS Data Technician	<p>Perform duties related to the generation and management of spatial data. Develops and maintains GIS databases, coverages, and linkages to various databases. Duties might include tasks such as reading and interpreting source documents and entering required data into the GIS.</p>	<p>Minimum 1 yr experience manipulating GIS data and managing large GIS datasets.</p>

Exhibit 3 - Insurance Verification Binder

Upon notification of being a participating vendor AND award of an engagement for MPA 230* but before a Purchase Order Release, you will be asked to submit verification of required insurance as detailed in Section 3, Additional Terms and Conditions – Insurance, through Certificate(s) of Insurance and any required endorsements in substantially the following format:

1. A 3 ring binder or folder labeled **Insurance Verification**.
2. There will be 5 sections separated by tabs and clearly labeled.
3. Each tab will represent each of the required insurances.
 - a. Additional insurance(s) may be required to be secured by vendor. If additional insurance(s) is required the vendor shall add additional tabs as needed..
 - b. Required Insurance(s):
 - i. **Commercial General Liability Insurance**
 - ii. **Auto Liability Insurance**
 - iii. **Workers Compensation**
 - iv. **Alternative Employer Endorsement**
 - v. **Technology Errors and Omissions Liability Insurance**
4. Certificate(s) of Insurance and any required endorsements shall be placed in each section.

5. VENDOR SHALL PROVIDE STATE WITH REPLACEMENT CERTIFICATE(S) AND ENDORSEMENTS UPON EXPIRATION, RENEWAL OR CANCELLATION OF THE POLICIES DURING THE TERM OF THE CONTRACT OR LONGER PERIOD AS SPECIFIED. CONTRACTOR SHOULD ALSO PROVIDE AN UPDATED COVER SUMMARY SHEET
6. An Insurance **cover summary sheet** for ALL insurances required. It should be placed before section 1 indicating each type of insurance and coverage periods.

For example:

<u>Insurance</u>	<u>Coverage Begins</u>	<u>Coverage Expiration</u>	<u>Amount</u>
Commercial General Liability	05-01-11	04-30-12	\$1,000,000
Workers Compensation	07-01-11	06-30-13	Accident: \$500,000 Disease: \$500,000 Employee: \$500,000
ETC.....			

*Before a vendor receives a Purchase Order Release during the MPA-230 contract period for either staff augmentation, fixed-price or not-to-exceed price project, vendor will be required to secure the above insurances and/or any additional required insurance(s) and submit them in substantially the format described above. If a vendor receives an additional contract while an existing contract is in place, the vendor may refer to such already submitted binder.

CONFIDENTIALITY AND LOSS OF CONFIDENTIAL DATA/INFORMATION

Subject to the requirements of any and all Federal law, law of the State of Rhode Island (Public Records and/or Trade Secret laws); R.I.G..L, Title 38, Chapter 2:

a. Confidential information. Confidential information means information marked or otherwise identified in writing by the State or the Vendor as proprietary or confidential or that, under the circumstances surrounding the disclosure, ought in good faith to be treated as proprietary or confidential. It includes, but is not limited to, non-public information regarding the State's or the Vendor's employees, contractors, healthcare information, products, features, marketing and promotions. Confidential information does not include information which: (i) the recipient developed independently; (ii) the recipient knew before receiving it from the other party; or (iii) is or subsequently becomes publicly available or is received from another source, in both cases other than by a breach of an obligation of confidentiality.

b. Use of confidential data or information. For a period of ten (10) years after the latter of the termination or expiration of the Vendor's agreement, contract and/or purchase order with the State, and/ or the applicable statement of services, neither the State or the Vendor shall use the other's confidential data and/or information without the other's express written consent except as expressly permitted by the Vendor's agreement with the State, purchase order, or the applicable statement of services; or disclose the other's confidential information except (i) to obtain advice from legal or financial consultants, or (ii) if compelled by law, in which case the Vendor compelled to make the disclosure will use its best efforts to give the State reasonable

and timely written notice of the requirement so that the State may timely contest the disclosure.

The State and the Vendor shall take any and all reasonable precautions to safeguard the other's confidential data and information. Such precautions will be at least as great as those each party takes to protect its own confidential data and information and/or shall be based upon acknowledged and accepted industry-wide practices and standards. The State and the Vendor shall disclose the other's confidential data and information to its employees, consultants or contractors only on a need-to-know basis, provided that such employees, consultants or contractors are subject to written confidentiality and non-disclosure agreements (NDA's) satisfactory to the State. When confidential data and/or information is no longer necessary to perform any obligation under the MPA, contract, agreement, purchase order and/or any statement of services- so-called, the State and the Vendor shall return such confidential data and/or information to the other party or destroy it at the other party's written request. The State and the Vendor may provide suggestions, comments or other feedback to the other with respect to the other's products and services. Such feedback is voluntary and the party receiving such feedback may use it for any purpose without obligation of any kind except that the party receiving such feedback will not disclose the source of such feedback without the written consent of the party providing it.

c. Cooperation in the event of disclosure. The State and the Vendor shall immediately notify the other upon discovery of any unauthorized use or disclosure of the other party's confidential data and/or information and will cooperate in any reasonable way to help the other regain possession of the confidential information and prevent further unauthorized use or disclosure.

d. Knowledge base. The Vendor agrees not to identify the State or disclose any of its information in any item in the knowledge base, so-called.

e. Confidential Data. Without limiting the generality of the foregoing, all confidential data and/or information that is contained in e-mail(s) or any attachment received or sent by the State is owned by the State and the Vendor shall not use or disclose such without the express written consent of the State. Further, the Vendor shall take any and all reasonable industry wide recognized standards, practices and precautions to safeguard the State's confidential data and/or information. The Vendor shall disclose the State's confidential data and/or information to its employees, consultants or contractors on a need-to-know basis only: provided that such employees, consultants or contractors are subject to written confidentiality and non-disclosure agreements (NDA's) satisfactory to the State. When confidential data or information is no longer required to perform any of the Vendor's obligations under any statement of services, contract, agreement or purchase order with the State, the Vendor shall immediately return to the State (or the State's designee(s)) such confidential data and/or information or destroy it at the written request of the State.

f. Notification Procedure. If the Vendor becomes aware of any unauthorized use or access, loss, or alteration of the State's confidential data and/or information, the Vendor shall: (a) immediately notify the State in writing of such unauthorized use or access, loss, or alteration to the State's CIO, CISO, Chief Digital Officer and Director of IT Operations; (b) investigate the security incident and provide the State with detailed information about the security incident; (c) take any and all reasonable steps at the Vendor's sole expense to indemnify the State and hold the State harmless from any and all damages in law and/or equity as a result any such unauthorized use or access, loss or alteration of the State's confidential data and/or

information ; (d) mitigate to the greatest extent possible the effects of such loss on the State; and (e) minimize any and all damage(s) to the State resulting from the security incident.

BREACH

The State hereby expressly reserves the right to immediately terminate, with or without cause, any contract, agreement, purchase order and/or statement of work, so-called, awarded to the Vendor under the MPA upon five (5) days written notice to the Vendor.

GOVERNING LAW AND SEVERABILITY

This MPA, contract, agreement and/or purchase order(s), and/or statement of work, so-called, is made and shall be interpreted and enforced in accordance with the laws of the State of Rhode Island, including but not limited to the Rhode Island Division of Purchasing, Purchasing Rules and Regulations, and/or General Conditions of Purchase . Any lawsuit and/or legal proceeding, whether in law and/or equity, arising from any dispute and/or any disagreement between the State and Vendor regarding this MPA, contract, agreement and/or purchase order(s), and/or statement of work, so-called, shall be brought in the “Business Court or Calendar”, so-called, in Providence County Superior Court, Providence, Rhode Island. If any provision of this MPA, contract, agreement and/or purchase order(s), and/or statement of work, so-called, shall be determined to be invalid or unenforceable under applicable law, such provision shall, insofar as possible, be construed or applied in such manner as will permit enforcement; otherwise this MPA, contract, agreement and/or purchase order(s), and/or statement of work, so-called, shall be construed as if such provision had never been made part thereof.

INDEMNIFICATION

The Vendor shall at its own expense, defend, indemnify and hold the State harmless, and/or at the Vendor's option settle, any suit, whether in law and/or in equity, or any legal proceeding and/or lawsuit brought against the State in so far as the legal proceeding and/or lawsuit is based on an allegation(s) that any Work (including parts if utilized by the Vendor in its performance under the MPA) performed by the Vendor under the MPA, contract, agreement and/or purchase order, and/or statement of work, so-called, is substandard, and/or, in violation of the MPA, contract, agreement, purchase order and/or statement of work, so-called, and/or constitutes an infringement or violation of any federal or state law, including but not limited to, United States patent law or copyright law. The Vendor shall be promptly provided reasonable notice and given authority, information, and assistance in a timely manner by the State for the defense of said lawsuit and/or legal proceeding. The Vendor shall pay any and all damages and costs, including any attorney's fees incurred by the State, awarded in any lawsuit and/or legal proceeding so defended by the Vendor. In case the MPA, contract, agreement, purchase order and/or statement of work, so-called, or any part thereof, as a result of any

lawsuit and/or legal proceeding so defended by the Vendor is held to constitute infringement or its use by the State is enjoined, the Vendor shall, at its option and its own expense, either: (i) procure for the State the right to continue using said Work; (ii) replace it with substantially equivalent non-infringing Work; or (iii) modify the Work so it becomes non-infringing

BACKGROUND CHECKS

The State hereby expressly reserves the right to request in writing at any time that the Vendor, its employees, and/or contractor's, submit to and provide to the State written evidence that the Vendor, its employees, and/or contractor's, have submitted to, accomplished and/or completed such background checks, to include but not be limited to, a BCI check, a NCIC check, and/or a Triple "I" check, so-called.